

RISK MANAGEMENT SPECIALIST

DEFINITION

To perform specialized duties in one or more of the City's Risk Management programs and other related duties as assigned. May be assigned to one or more of the following areas: safety, public liability/loss control, insurance, and disability management.

DISTINGUISHING CHARACTERISTICS

This is the full journey level class in the Risk Management Specialist series and has the ability to perform the full range of duties assigned with only occasional instruction or assistance as unusual or unique situations arise. This class is distinguished from the Senior Risk Management Specialist in that the latter performs advanced journey level work requiring a high level of independence and specialized knowledge and is generally assigned the more complex and difficult work projects.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Risk Manager, and may receive technical and functional guidance from more experienced staff.

ESSENTIAL FUNCTIONS – Functions may include, but are not limited to, the following:

Collect, analyze and prepare safety, health, liability, insurance, and disability management information and statistical data necessary for planning and decision-making purposes and for report generation.

Conduct research to identify causative factors and recommend corrective action where required.

Prepare written reports and correspondence related to assignment.

Make oral presentations.

Conduct training presentations for City staff at various levels and locations.

Conduct surveys and investigations.

Maintain records and files.

Specialized duties performed by Specialists assigned to the following programs are as follows:

Safety

Analyze accident and incident reports to identify any causative factors.

Make recommendations for correcting unsafe conditions and actions where required.

Identify, select and procure training resources related to safety programs in audio, video, and print form.

Evaluate training materials and methods to ensure regulatory compliance.

Provide training sessions in health and safety practices for employees.

Schedule and coordinate training sessions.

Conduct routine health and safety inspections.

Perform ergonomic evaluations; follow-up with supervisors and employees regarding recommendations.

Maintain records and files of all training, inspections and incidents to assure compliance with city, state and federal requirements.

Public Liability/Loss Control

Assist in administering the City's self-insured risk management programs, including claims administration.

Conduct investigations into public liability claims.

Interview claimants and employees.

Work closely with the City Attorney and outside counsel in claim management.

Prepare written reports and correspondence related to assignment.

Maintain records of losses, accidents, certificates of insurance, and other risk management related information.

Prepare insurance applications.

Disability Management

Assist in the administration of the City's workers' compensation and disability management programs.

Assist in ensuring that the City's disability management programs comply with federal, state and local laws and regulations.

Work with the Public Liability/Loss Control division staff to ensure recovery from third parties.

Work with the Safety division staff in identifying injury trends and conduct accident investigations.

Work with the Employee Benefits division staff to ensure employees receive all disability benefits.

Work with the third party administrator and affected departments in managing workers' compensation claims.

Maintain injury logs and files.

MINIMUM QUALIFICATIONS

Knowledge of:

The following apply to all areas/specialties:

Standard principles of risk management.

Data collection, analysis, and interpretation.

Research methodology for the analysis of a variety of complex data.

Report writing techniques.

Principles, methods, and techniques of training.

English usage, spelling, grammar and punctuation.

Mathematics, statistics, and statistical analysis.

Modern office practices, procedures and equipment.

Computer equipment and software applications related to area of assignment.

Safety (in addition to the above):

Occupational safety, health, and environmental standards.

Principles of hazard control including engineering, administrative, and personal protective equipment.

Investigative principles, methods and techniques, including root cause analysis.

Public Liability/Loss Control (in addition to above):

Government Code as it relates to tort claims.

Insurance laws, codes, and regulations.

Effective claims management and procedures.

Investigative principles and techniques.

Disability Management (in addition to above):

Labor Code as it relates to worker's compensation.

Family and Medical Leave Act (FMLA).

California Family Rights Act (CFRA).

Short-term and long-term disability programs.

Disability management programs.

Ability to:

The following apply to all areas/specialties:

Compile, organize, analyze and interpret data.

Analyze problems, conditions, situations, and policy and procedures.

Prepare written materials including memoranda, reports, and recommendations.

Interpret, apply and explain materials such as contracts, ordinances, legislation, policy and procedures, directives, and manuals.

Prioritize work to meet established deadlines.

Communicate clearly, concisely, and effectively orally and in writing.

Understand research findings, recommendations, and decisions.

Prepare and deliver oral presentations.

Operate computer equipment and software applications related to specialty.

Maintain confidentiality of sensitive and privileged information.

Establish and maintain professional working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a tactful and effective manner.

Follow City policies and procedures.

#### Experience and Training

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

##### Experience:

One year of responsible professional level experience in risk management.

##### Training:

Degree in Occupational Health and Safety, Industrial Hygiene, Public Administration, Criminal Justice, Insurance, or a related field.

#### License or Certificate

Possession of a valid California driver's license.

Associate Safety Professional (ASP) and Associate in Risk Management (ARM) certifications are highly desirable.

### PHYSICAL DEMANDS

Depending on assignment, sit at a desk, walk, or stand up for varying periods of time, and must be able to walk on uneven surfaces during the course of work. Intermittently twist and reach office equipment; bend, squat, and crouch when performing inspections. Use a computer to communicate through written means; may lift or carry weight of up to 25 pounds. See in the normal vision range with or without correction, read typical business documents, plans, and computer screens, view worksites; hear in the normal range with or without correction. Take photographs and measurements of worksites and damaged property.

### WORK ENVIRONMENT

Work may be performed in both outdoor and indoor settings under varying weather and temperature conditions. There is movement required from office to other city worksites and offices. There is exposure to traffic in the external environment when going to outlying offices, meetings or performing field inspections. Work around unpleasant odors, dirt, dust, and animal dander. Work is frequently disrupted by the need to respond to in-person and telephone inquiries.